



Job Description

Job Title: Benefits Technician

Position Code: 4N35

Job Classification: Non-Exempt

Supervisor: Supervisor of Benefits & Compensation

Pay Grade: 28

Contract Length: 245 Days

Job Summary

Position performs a variety of functions to include processing benefits changes, FMLA and short term disability requests, answering telephones, and answering inquiries and responding to inquiries.

Essential Duties

1. Processes and tracks FMLA and short term disability.
2. Responsible for communications with employees and supervisors concerning FMLA.
3. Processes and maintains short term disability records.
4. Responds to general questions regarding benefit information. Provides basic information to employees on benefit plans and plan revisions/options.
5. Assists employees and retirees with processing changes to their benefits through Employee Self Service and prepares forms as needed.
6. Files and maintains benefits related documents in personnel files.
7. Schedules appointments and meetings as needed.
8. Assists with Annual Benefits Open Enrollment and Life Event changes.
9. Provides help to other staff members during periods of heavy workload.
10. Maintains a high level of confidentiality.
11. Models nondiscriminatory practices in all activities.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Other Duties

1. Performs other duties as assigned by the Supervisor of Benefits & Compensation or appropriate administrators.
2. Provides back-up coverage for the Human Resources Reception Desk as needed.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodation may be made to individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Minimum Qualifications (Knowledge, Skills, and/or Abilities Required)

Must possess a high school diploma or equivalency. Some college coursework preferred. Some experience in a human resources and/or benefits department is preferred. Knowledge of FMLA and COBRA laws and procedures is strongly desired. Must possess knowledge of standard office practices, procedures, customer service skills, data entry and clerical techniques. Must possess a demonstrated record of success in dealing with the public in a front office position. Must be proficient in Microsoft Word and Excel. Previous MUNIS experience preferred. Must possess the ability to handle a considerable amount of detail and successfully complete multiple, simultaneous tasks in a fast-paced environment. Must possess excellent communication skills necessary to positively interact with visitors, administration and employees. Ability to advance with changing technology as it becomes available.

Working Conditions and Physical Demands

Duties are performed in an office environment. Must be able to sit for long periods of time. Work involves physical effort encountered in normal, everyday office activities. While performing the duties of this job, the employee is occasionally required to carry light items and pull boxes weighing up to 25 pounds; and bend, stoop, or reach to setup materials.

The physical requirements described herein are representative of those which must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities, who are otherwise qualified, to perform the essential functions.

Supervision Exercised: None

Supervision Received: Supervisor of Benefits & Compensation

This job description in no way states or implies that these are the only duties to be performed by this employee. The Benefits Technician will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Benefits & Compensation or other appropriate administrators. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date

Revised 07/2025